

Updated March 2013

Subject: VERIZON CELL PHONE COMMUNICATION PROCEDURE FOR EQUIPMENT ORDERING
VERIZON WIRELESS CRISIS RESPONSE TEAM (CRT) (a free service of VERIZON WIRELESS):

CELL PHONE SERVICE:

Call 1-800-981-9558 24hours a day/7 days a week (including holidays) to request the emergency incident VERIZON COW (cell on wheels) or COLT (cell on light truck). The recorded voice will ask you for the cell phone you are calling about (supply any Forest Service cell phone number [such as the contracting officer's] and the correct National account should be accessible to the Verizon representative). VERIZON technical field installers must establish line of sight from available existing microwave antennas/dishes to ICP. If no direct line of sight exists, VERIZON will try to establish a land use agreement with land owner(s) to place COW/COLT. Transportation, alignment, setup, and land agreement, if necessary, takes 24 to 48 hours. There is no fee for this service/equipment.

ALTERNATE PHONE NUMBER:

From 0600-2300 Eastern Time call 1-800-922-0204, Local and State Government Support Center Customer Service. Provide a Forest cell phone number as above. If outside these hours, select automated option for tech support service. This will route to the Federal Support Center Customer Service at 1-800-295-1614 (or dial direct if outside 0600-2300 ET) which is staffed by tech support personnel 24/7 who can perform the same function as the **CRT**.

Definitions:

Portable Cell Sites - COWs

Verizon Wireless "Cell on Wheels" (COW) are fully functional, generator-powered mobile cell sites that enhance coverage and capacity in a given area. It can accommodate both voice and CDMA services.

Rapid Disaster Response - COLTs

Verizon Wireless "Cell on Light Trucks" (COLTs) can process thousands of calls every hour in the event cell sites or other key communications equipment are damaged or disabled by a community disaster. The 25,000-pound vehicle features two retractable masts, a microwave antenna to link network components, an emergency power generator and a small office. The COLT is also fully equipped with resources needed during emergencies including equipment, fuel, electrical generators, food, water and cots.

ORDERING CELL PHONES – Call 1-800-981-9558

Verizon cell phones with AC charger and/or PC Internet cards can be ordered separately or at the time of ordering COW/COLT. Phones will arrive via overnight delivery at the location specified by requester (make certain delivery location is an overnight delivery location). May need supervisor approval for the overnight shipping.

If having problems getting phones over a weekend or holiday, contact the local Federal Verizon account manager for the closest metropolitan area.

There is no cost for the cell phones, PC cards, minutes, or Internet access for Forest Service emergency incident use. Verizon will charge for the phone if it is lost and cannot be returned.